

## Application Data Sheet

### Inventor Information

Inventor One Given Name:: Anthony J.  
Family Name:: Dezonno  
Postal Address Line One:: 233 Pinewood Lane  
City:: Bloomingdale  
State or Province:: IL  
Postal or Zip Code:: 60108  
Citizenship Country:: U.S.A.

Inventor Two Given Name::  
Family Name::  
Postal Address Line One::  
City::  
State or Province::  
Postal or Zip Code::  
Citizenship Country::

### Correspondence Information

Name Line One:: Welsh & Katz, Ltd.  
Name Line Two:: Eric D. Cohen  
Address Line One:: 22nd Floor  
Address Line Two:: 120 South Riverside Plaza  
City:: Chicago  
State or Province:: IL  
Postal or Zip Code:: 60606  
Telephone Number:: (312) 655-1500  
Fax:: (312) 655-1501

### Application Information

Title Line One:: METHOD AND SYSTEM FOR ROUTING  
TRANSACTIONS IN AN AUTOMATIC CALL  
DISTRIBUTION SYSTEM BASED ON NON-VOICE  
DIALOG AGENT SKILL SET  
Total Drawing Sheets:: 3  
Formal Drawings:: Informal  
Application Type:: Non-Provisional  
Docket Number:: 83766  
Suggested Drawing Figure  
For Publication:: 1  
Benefit of Priority  
Claimed From:: N/A

## Representative Information

Registration Number One::	24,003
Registration Number Two:	22,839
Registration Number Three:	28,903
Registration Number Four:	27,429
Registration Number Five:	25,060
Registration Number Six:	22,053
Registration Number Seven:	27,466
Registration Number Eight:	29,434
Registration Number Nine:	29,054
Registration Number Ten:	29,381
Registration Number Eleven:	34,044
Registration Number Twelve:	27,600
Registration Number Thirteen:	34,137
Registration Number Fourteen:	38,110
Registration Number Fifteen:	39,724
Registration Number Sixteen:	39,021
Registration Number Seventeen:	37,963
Registration Number Eighteen:	37,135
Registration Number Nineteen:	40,604
Registration Number Twenty:	37,435

SCANNED, # 94